AppleCare Service and Support Guide

Important information for your new Apple product.

Service and Support Guide

Help is at your fingertips. On your Mac, on the web, and on the phone, Apple makes it easy to find the information you need to use your Apple product more effectively.

Use the built-in help. Look for answers in the Help Viewer, which you'll find in the Help menu located at the top of your screen in any Apple application. Built-in help can answer many frequently asked questions and has easy-to-follow setup information. When you're connected to the Internet,[1] you get the latest help automatically.

Check the product documentation. Read the printed or electronic user manual included with most Apple products, or go to www.apple.com/support/manuals[1] to find an electronic (PDF) version of the manual you need. Product documentation is helpful when you are using a new product for the first time or need instructions on how to perform a particular task.

Visit www.apple.com/support. Then select your country from the pull-down menu.[1] Search the AppleCare Knowledge Base, check for software updates, or get help from the Mac community on Apple's discussion boards. Apple's support website covers all aspects of support, from basic setup and how-to information to more detailed technical articles.

Use System Profiler. To get information about your computer, use System Profiler. This utility quickly shows you which hardware and software is installed, the serial number and operating system version, how much memory is installed, what peripherals are connected, and more. To open System Profiler, choose About This Mac from the Apple menu and click More Info.

Perform diagnostics. Use the Apple Hardware Test, provided on a software disc that came with your system, to diagnose whether an issue is hardware related. For help with diagnosis, you can contact an AppleCare representative, who can assist you in arranging for repairs. Every Mac comes with one year of service coverage at an Apple-authorized repair center, where Apple-certified technicians perform repairs using genuine Apple parts.

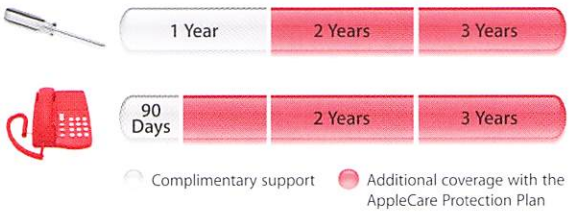
Investigate training options. To meet your learning needs, Apple offers a variety of training options. Both instructor-led and self-paced courses target multiple levels of expertise, including new Mac users, students, educators, creative professionals, IT professionals, and developers. For a complete list of courses, visit www.apple.com/training and then select your country from the pull-down menu. In the United States, United Kingdom, and Japan, visit an Apple Store to take advantage of free theater presentations and workshops on the latest products and solutions. Visit www.apple.com/retail to locate the store nearest you.

Need further assistance? AppleCare telephone support representatives can help you with installation, launch, and basic troubleshooting. Just call the support center number nearest you (the first 90 days are complimentary).[2] Please have the date of purchase and the serial number of your hardware product ready when you call. See the back page for a complete list of phone numbers.

AppleCare Protection Plan

The AppleCare Protection Plan[3] extends the complimentary coverage on your Mac to three years of world-class support. The plan includes expert telephone assistance, onsite repairs for desktop computers, global repair coverage for portable computers, web-based resources,[1] and TechTool Deluxe from Micromat, a diagnostic tool for troubleshooting—all for one economical price.

Extend your coverage to three years of Apple certified repairs and expert telephone support



Get service and support for the Mac operating system, hardware, and many Apple applications

Mac OS | Mac Hardware | Apple Applications

Three years of security.
Every Mac comes with 90 days of telephone support and one year of service coverage at an Apple-authorized repair center. By purchasing the AppleCare Protection Plan with your Mac, you can extend your coverage to three years from the computer's purchase date.

Comprehensive coverage.
The AppleCare Protection Plan covers your Mac as well as an AirPort Extreme Card, an AirPort Express or AirPort Extreme Base Station, and Apple RAM used with your Mac. Power Mac and PowerBook customers can also enroll one Apple display for coverage, provided the Mac and display are purchased together.

Convenient repair options.
The AppleCare Protection Plan includes up to three years of onsite service for desktop computers. The plan also provides global repair coverage for portable computers, which can be very important if you travel abroad. Apple-certified technicians perform repairs using genuine Apple parts.

Investment protection.
Purchase the AppleCare Protection Plan with your new Mac to take maximum advantage of the coverage the plan provides. No other service and support program can provide peace of mind for such a small investment.

One number to call for help.

Because Apple creates the computer, the operating system, and many built-in applications, the Mac is a truly integrated system with vastly superior support. Just one phone call can help resolve most issues with your Mac because AppleCare representatives can help troubleshoot Apple hardware, the Mac operating system, and many Apple consumer applications, including iLife, Jam Packs, iChat AV, Mail, Safari, iCal, iSync, AppleWorks, and QuickTime.

To purchase the AppleCare Protection Plan, call the phone number or visit the website address for your country listed on the back cover.

AppleCare Service and Support Contact Information

Country		Phone	Website
United States		1-800-275-2273	www.apple.com/support
Australia		(61) 133-622	www.apple.com/au/support
Austria		(43) 0810 300427*	www.apple.com/at/support
Belgium	(Flemish) (French)	(32) 070 700772 (32) 070 700773	www.apple.com/benl/support www.apple.com/befr/support
Brazil	(Outside São Paulo) (São Paulo)	0800-127753 (55) 03 0090	www.apple.com/br/suporte
Canada	(English) (French)	1-800-263-3394	www.apple.com/ca/support www.apple.com/ca/fr/support
China	(Outside Beijing) (Beijing)	(86) 800 810 2323 (86) 10-65880437	www.apple.com.cn/support
Denmark		(45) 70 10 20 07	www.apple.com/dk/support
Finland		(358) 0800 96162	www.apple.com/fi/support
France		(33) 0825 888024	www.apple.com/fr/support
Germany		(49) (0) 180 500 9433*	www.apple.com/de/support
Hong Kong		(852) 2112-0099	appleclub.com.hk/applecare
India		(91) 80 25550575	www.asia.apple.com/support
Indonesia		(62) 0018 03061 2009	www.asia.apple.com/support
Ireland		(353) 1850 946191	www.apple.com/ie/support
Italy		(39) 199 120 800*	www.apple.com/it/support
Japan		(81) 0070-800-27753-1	www.apple.com/jp/support
Korea		(82) 1544-2662	www.applecomputer.co.kr/support
Latin America and Caribbean			www.apple.com/la/support
Luxembourg		(352) 800 24550	www.apple.com/befr/support
Malaysia		(60) 1-800 803-638	www.asia.apple.com/support
Mexico	(Outside Mexico City) (Mexico City)	01-800-277-5322 (52) 55 5209-1280	www.apple.com/mx/support
Netherlands		(31) 0900 7777 703	www.apple.com/nl/support
New Zealand		00800-7666-7666	www.apple.com/au/support
Norway		(47) 815 00 158	www.apple.com/no/support
Philippines		1800-7666-7666	www.asia.apple.com/support
Singapore		(65) 6835-1812	www.asia.apple.com/support
Spain		(34) 902 151 992	www.apple.com/es/support
Sweden		(46) 0771 199519	www.apple.com/se/support
Switzerland	(French) (German)	(41) 0848 000132	www.apple.com/chfr/support www.apple.com/chde/support
Taiwan		(886) 0800-095-988	www.apple.com.tw/support
Thailand		(66) 02 681-2081	www.asia.apple.com/support
United Kingdom		(44) 0870 876 0753	www.apple.com/uk/support

Telephone numbers and hours of operation are subject to change. For the most up-to-date list, please see www.apple.com/contact/phone_contacts.html.

*Local and national telephone rates may apply.

[1]Access to web-based resources requires the use of a compatible Internet service provider; fees may apply. [2]Your 90 days of complimentary telephone support for installation, launch, and basic trouble-shooting begins on the date of purchase. Telephone fees may apply. Telephone numbers and hours of operation vary and are subject to change. [3]The AppleCare Protection Plan (APP) provides support for Apple hardware, the Mac OS, and many Apple-branded consumer applications. Support for Mac OS X Server, Xserve, and Apple professional video applications is not provided under APP. To qualify for APP, your product must be within its one-year Apple hardware warranty. Repair service may include onsite, carry-in, and express courier service; specific availability of each option depends on product type and location of Apple Authorized Service Provider. Onsite service is not available in all locations. Apple may also request that the customer replace components with readily installable parts. APP is subject to terms and conditions, which are provided at www.apple.com/support/products/proplan.html.

In providing service and support to customers, Apple may collect and process data on behalf of its customers, including transferring data to affiliated companies or service providers located in the EU as well as in India, Japan, Canada, or the U.S., where data protection laws may not be as comprehensive as within the customer's country of residence. Apple will implement technical and organizational security measures aimed at protecting the data against unauthorized access or disclosure as well as unlawful destruction. Customers will be responsible for the instructions they give to Apple regarding the processing of data, and Apple will act on those instructions as reasonably necessary for the performance of the service and support obligations. Customers should contact Apple at the phone number listed above if they have questions or do not consent to their data being processed in this way.

All support and training offerings are subject to change or discontinuance without notice. Offerings as described may not be available in all countries or in all languages.

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